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INFORMATION FOR SENIORS

DOWN

A guide to the many government and community services available to seniors.

ACROSS

Includes recreation, transportation, home support and many other services for seniors in Hamilton-Wentworth.

**COMMUNITY INFORMATION SERVICE
HAMILTON-WENTWORTH
528-0104**

Community Information Service Hamilton-Wentworth
provides free, confidential information on:

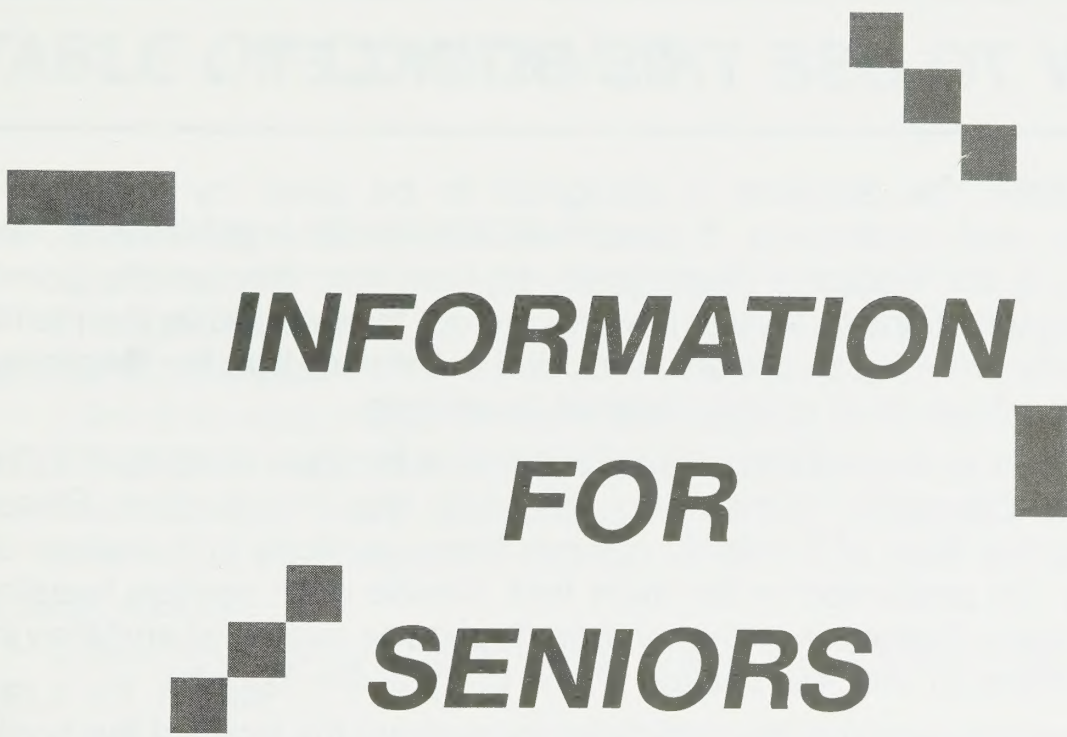
- Housing
- Child Care Services
- Personal and Family Counselling
- Financial and Consumer Problems
- Legal Services
- Government Programs and Services
- Senior's Activities and Services
- Health Services
- Other Community Services

Publications for sale by
Community Information Service Hamilton-Wentworth include:

- Directory of Community Services Hamilton-Wentworth
- Citizens' Organizations and Community Groups
- Self-Help/Support Groups in Hamilton-Wentworth
- Senior Citizens' Clubs in Hamilton-Wentworth
- Service Clubs in Hamilton-Wentworth
- Women's Organizations in Hamilton-Wentworth
- Promotional Dates and Special Events

Free Brochures:

- Information for Seniors
- No One Deserves to be Abused
- Resources for Single Parents
- Day Care Centres and Nursery Schools in Hamilton-Wentworth



INFORMATION FOR SENIORS



**COMMUNITY INFORMATION SERVICE
HAMILTON-WENTWORTH**

*55 York Blvd, Box 2700, Station 'A'
Hamilton, Ontario L8N 4E4*

528-0104

HOW TO USE THIS BOOKLET . . .

Information for Seniors is designed to be used by individuals, agencies and institutions. It describes non-profit organizations and services in the Regional Municipality of Hamilton-Wentworth. Sometimes organizations or services which are not located within the Hamilton-Wentworth Region are also included in **Information for Seniors** if they are unique or of special interest to seniors.

This booklet is divided into several sections which are described in the **Table of Contents** immediately following this introduction. Please note that the Table of Contents outlines these sections in the same order they are presented in the main text. Beside each section heading are numbers. These are entry numbers (not page numbers) and they indicate where to find this section in the body of the booklet.

Entry numbers run in numerical order throughout the body of the booklet, and are the numbers which accompany the name and information on each program or service. Entry numbers are in a small box to the right of the name of the service. For example, if you are looking for information about Meals on Wheels, the Table of Contents tells you this information is located in the body of the text between entry numbers 45-49. Flip through the body of the booklet until you get to number 45. The entries from number 45 to 49 will be the address, phone number and description for the several Meals on Wheels services available.

The Subject Index is located near the back of the booklet. It directs you to all organizations providing a specific type of service. For example, if you are looking for organizations which provide counselling services, you can look for the heading "Counselling" in the subject index. (The headings run in alphabetical order). There you will find the heading "Counselling and Support," with several entries listed beneath it and the corresponding entry numbers.

Finally, there is the Name Index at the back of the booklet. It lists alphabetically all organizations which are in the body of the booklet, and the corresponding entry numbers. If you know the exact name of the service you are looking for, and the organization which provides this service, it is easy to find it through the Name Index. For example if you are looking for the "Telephone Assurance Program," operated by the Canadian National Institute for the Blind, you can find it by looking under the organization name "Canadian National Institute for the Blind" in the Name Index. All programs run by the CNIB, including the Telephone Assurance Program will be listed with the relevant entry numbers.

If you have questions about services listed in the booklet or need additional information call **Community Information Service at 528-0104.**

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- an index of all the services listed in Information for Seniors, and organized by subject.

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- an alphabetical index of all organizations listed in Information for Seniors.

INFORMATION AND ADVOCACY . . .

The following organizations provide information on community services and resources of interest to seniors. Some, but not all the organizations listed below, also advocate on behalf of individual seniors having difficulty in obtaining services.

*Government services are listed in the Blue Pages of the telephone book. As well, some government services are listed in the Green Pages. For more information, contact Community Information Service at **528-0104**.*

ALZHEIMER SOCIETY HALTON-WENTWORTH BRANCH

1

875 Main Street West
Lower Mall, Unit 6
Hamilton, Ontario L8S 4P9

529-7030
FAX 529-3787

A Resource Centre with material on Alzheimer Disease is available for use by family members, health professionals and students. Sensory stimulation materials for use by people with the disease are also available. In addition, the Society promotes research into the causes and cure of Alzheimer Disease, and advocates for the rights of Alzheimer sufferers.

Medical Alarms Information

2

529-7030
FAX 529-3787

Information about alarm systems and tracking devices for people who "wander," such as sufferers of Alzheimer Disease or other forms of dementia, can be obtained from the Alzheimer Society. The Resource Centre also has a catalogue of available commercial medical alarms.

Wandering Patient Registry

3**529-7030****FAX 529-3787**

Both the Alzheimer Society and the Hamilton-Wentworth Regional Police Department maintain a confidential Wandering Patient Registry. Information about people with Alzheimer Disease or a related disorder, who are known to wander, can be added to the registry for quick and easy identification of the person in the event he or she has wandered away.

ANCASTER INFORMATION CENTRE & COMMUNITY SERVICES INC.

4

314 Wilson Street East
Ancaster, Ontario L9G 2B9

648-6675

Provides information about community services and organizations in Ancaster and surrounding areas. The agency will make referrals to appropriate organizations/agencies, and also provides tourist information.

CANADIAN ASSOCIATION OF RETIRED PERSONS (CARP)

5

27 Queen Street East, Suite 304
Toronto, Ontario M5C 2M6

1-416-363-8748

CARP advocates on behalf of its members by monitoring and commenting on legislation which affects its members. As well, it publishes a quarterly newspaper which is mailed to members. Anyone age 50 and over is welcome to join, retired or not.

CANADIAN PENSIONERS CONCERNED INCORPORATED

6

c/o Church of St. Thomas
16 West Avenue
Hamilton, Ontario L8N 2S1

522-9919

This organization provides senior citizens with information about the benefits they are entitled to as seniors. Information is provided through

lectures, seminars, and a quarterly magazine available at a nominal cost. Information can also be obtained by calling the office. There is a membership fee.

CENTRE FRANÇAISE HAMILTON

7

970 King Street East, 1st Level
Hamilton, Ontario L8M 1C4

547-5702

This is a community centre for French speaking people in the Hamilton-Wentworth region. Staff at the centre will help fill out English language forms and provide information about services available in the community.

COMMUNITY INFORMATION SERVICE HAMILTON-WENTWORTH

8

55 York Boulevard (Hamilton Public Library)
P.O. Box 2700, Station "A",
Hamilton, Ontario L8N 4E4

528-0104

Information counsellors help people to identify their problem and find appropriate services to meet their needs. Information is available on community services and agencies, government offices, and voluntary organizations. Information can be obtained by telephone, personal interview, or letter. As well, several publications are produced listing community resources and organizations. Community Information Service has an answering machine which engages automatically when all of the telephone lines are busy. If you connect with the answering machine, you may leave your name and telephone number and a counsellor will return your call.

CONCERNED FRIENDS OF ONTARIO CITIZENS IN CARE FACILITIES

9

P.O. Box 1054, Stn. "Q"
Toronto, Ontario, M4T 2P2

Answering Machine
1-416-489-0146

This organization will provide a "checklist" on what to look for when selecting a nursing home for a family member. It will also assist families and individuals in lodging a complaint at the appropriate level

of government, against nursing homes, homes for the aged or a hospital, and offers advice and assistance in the complaint process. Information on the quality of a specific institution is not provided.

DISABILITY INFORMATION SERVICE HELPLINE (D.I.S.H.)

10

c/o Hamilton Public Library
55 York Boulevard
Hamilton, Ontario L8R 3K1

529-3139
TDD 529-3139

D.I.S.H. is a free, confidential phone service which provides information, referral and informal counselling. D.I.S.H. provides one-stop access to information about community programs and services for persons with disabilities, their families, friends, and professionals.

DUNDAS COMMUNITY SERVICES

11

Information Dundas
10 Market Street South
Dundas, Ontario L9H 5G4

627-5461

Information Dundas is an information and referral service for the Dundas area, which links people with services and organizations. Information is available by telephone, a visit to the office or by letter. Advocacy services are not provided.

GLANBROOK HOME SUPPORT PROGRAMME

12

Information and Referral Service
2600 Highway 56
Binbrook Memorial Hall
Binbrook, Ontario L0R 1C0

692-3464

This agency will provide the names and phone numbers of people who have been pre-screened, and are willing to perform homemaker services such as light housekeeping, laundry, and yard work in the Glanbrook area. The Home Support Programme only provides the referral. Negotiations in terms of payment and work to be performed rests with the referred person and the person contracting to receive the service. The agency will also attempt to connect people with community services that are appropriate to their needs.

**HAMILTON AND DISTRICT MULTICULTURAL
COUNCIL INC.**

13

500 James Street North
Hamilton, Ontario L8L 1J4

528-0258

The Council provides information and referral to appropriate community agencies, and other cultural centres throughout the region. An Ethnic Resource Centre with information in 48 languages is also available. The Council will advocate on behalf of seniors and persons who do not speak English, and also administers a legal aid clinic.

**HAMILTON DANTE CENTRE FOR ITALIAN LANGUAGE
& CULTURE INC.**

14

346 Main Street East
Hamilton, Ontario L8N 1J1

527-3400

The Centre operates in the areas of social assistance, education, culture, community development and sports activities, and provides information about and access to community services. It is particularly active in assisting Italian-Canadian seniors who find it difficult to use personal and family oriented services. Information and advocacy is available in accessing community services and dealing with bureaucratic structures and red tape.

HAMILTON PUBLIC LIBRARY

15

Resource Centre for Disabled Persons

55 York Boulevard
Hamilton, Ontario L8R 3K1

529-8111

Ext.326

TDD 529-3137

The Centre offers information on disabilities and disability issues. Its collection of information includes newspaper clippings, pamphlets, disability newsletters, a book collection, catalogues from suppliers of aids for daily living, and detailed information on organizations and groups in the region who offer services to disabled persons.

INFORMATION FLAMBOROUGH

16

315 Dundas Street East
Waterdown, Ontario L0R 2H0

689-7880

This agency provides free information on community services, resources, organizations, and business to the residents of the Town of Flamborough and also administers a legal aid clinic.

JEWISH SOCIAL SERVICES

17

Fairview School
150 Lower Horning Street
Hamilton, Ontario L8S 4P2

527-8444

Information about community resources and social services of interest to seniors is available. Assistance in filling out forms is also provided. Services are available to all members of the community.

MAIN-HESS SENIORS CENTRE

18

Seniors Managing in Life Experiences (SMILE)
181 Main Street West
Hamilton, Ontario L8P 4S1

525-8033

The SMILE network is an informal group for seniors and service providers. It provides information on available community services and links up individual seniors to the service most appropriate for them.

NORTH END INFORMATION SERVICE

19

485 John Street North
Hamilton, Ontario L8L 4R6

529-8483

This is an independent service offering information to the citizens of Hamilton-Wentworth. Referrals to appropriate social service and community agencies will be made when necessary. All services are free of charge.

PORTUGUESE INFORMATION CENTRE

20

152 Park Street North
Hamilton, Ontario L8R 2N3

526-9917
527-4393

The Portuguese Information Centre works toward the integration of the Portuguese community with Canadian society by providing information about community services and Canadian society. The Centre will make referrals when appropriate.

ST. JOSEPH'S HOSPITAL FOUNDATION

21

Tel-Med
354 King Street West
Hamilton, Ontario L8P 1B6

521-6060

Tel-Med is a telephone library of tape recorded health messages. An operator will ask for the number of the tape you wish to hear. A list of tape subjects is available from the Tel-Med office, but a caller can also request a general subject, and the operator will select the appropriate tape. Information on seniors' health issues include old age freckles, eating habits, and legal planning and wills. The service is free, and available in English and Italian.

SPANISH SPEAKING ASSOCIATION OF HAMILTON INC.

22

32 James Street South
Hamilton, Ontario L8P 2Y1

529-8377

The Association will provide information and make appropriate referrals for Spanish speaking seniors in the Hamilton-Wentworth region. It also provides advocacy services for Spanish speaking seniors who are having difficulty obtaining government services and benefits.

UNITED SENIOR CITIZENS OF ONTARIO

23

Zone 14
c/o YWCA
52 Ottawa Street North, 2nd Floor
Hamilton, Ontario L8H 3X7

547-0446

This organization provides information about community resources, government services, and seniors' social groups and activities. It will advocate on behalf of seniors and provide assistance in dealing with government offices. Help is also available with filling out government application forms for pensions and other services.

VETERANS AFFAIRS CANADA

24

217-350 King Street East
Hamilton, Ontario L8N 3Y3

572-2531

Veterans Affairs provides information and advice about all Veterans Affairs programs, as well as other community resources to which a veteran may be referred.

WELCOME INN

25

Community Centre and Church

40 Wood Street East
Hamilton, Ontario L8L 3Y3

525-5824

Welcome Inn provides information about government and community services, and will make referrals if appropriate, perform advocacy work, and offer assistance with practical matters, such as filling out pension applications on behalf of seniors.

WESLEY URBAN MINISTRIES INC.

26

Kirkendall-Strathcona Neighbourhood House

528-8485

210 Napier Street
Hamilton, Ontario L8R 1S7

This agency will do advocacy work on behalf of seniors, will help to fill out forms, and aid in directing seniors through government offices and services. Services are available in Italian, Portuguese, Spanish, Polish and French.

LEGAL SERVICES . . .

Listed below are the major legal clinics in the Hamilton-Wentworth area. For those unable to make appointments during the day, "Duty Counsel," which also offers free legal advice, is available in the evenings on a first-come-first-served basis, in various locations throughout the region. For information about the Duty Counsel nearest you, and its hours of operation, call Community Information Service at 528-0104.

DUNDURN COMMUNITY LEGAL SERVICES

27

119-10 West Avenue South
Hamilton, Ontario L8N 3Y8

527-4572

This service provides legal advice and advocacy to the community on such topics as pensions, landlord and tenant rights, immigration, welfare, unemployment insurance and family benefits. Duty Counsel for Dundurn Community Legal Services will prepare wills free of charge for seniors who are on the Guaranteed Annual Income System (GAINS), or another income supplement, as well as arrange for power of attorney. Services are free to those who are financially eligible.

HAMILTON MOUNTAIN LEGAL & COMMUNITY SERVICES

28

218-550 Fennell Avenue East
Hamilton, Ontario L8V 4S9

575-9590
FAX 574-8233

This service provides the Hamilton mountain community with legal information, advice and advocacy in such areas as landlord/tenant rights, Canada Pension Plan, immigration, small claims court, debt and credit problems and consumer problems. Services are free for those who qualify.

360-A Queenston Road
Hamilton, Ontario L8K 1H9

545-0442

Confidential legal information and advice is provided to the community in a variety of legal areas, including pensions, landlord and tenant rights, and consumer protection. Legal services are free to those who are financially eligible, but clients may be responsible for legal disbursements as necessary, such as court costs and filing of documents.

ASSESSMENT AND PLACEMENT SERVICES . . .

The following services will provide assistance in situations where there is a need for evaluation, identification and co-ordination of community services to support individuals who are having difficulty coping with the demands of daily living.

CATHOLIC FAMILY SERVICES OF HAMILTON-WENTWORTH

30

Case Management For Seniors
82 Stinson Street
Hamilton, Ontario L8N 1S2

527-3823

Assistance is provided in determining and co-ordinating community services to suit the particular needs of each individual. Arrangements for several needed services can be co-ordinated in cases where the individual cannot manage on his or her own.

Combined Outreach Geriatric Service**521-7932**

P.O. Box 2000, Station A
Hamilton, Ontario, L8N 3Z5

This is an assessment and consultative service which provides psychiatric and medical assessment of seniors, age 65 or over. The assessment is done in the senior's home or permanent environment, such as an institution, and is geared to people who are having difficulty or suffering a decline due to aging. The service provides only assessment, and does not place persons in a treatment program. Referral for assessment may be made by a social service or health care professional, but must be accompanied by the approval of the senior's family doctor.

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH**32****Public Health Nursing****546-3500****Assessment and Placement Services****546-3549**

25 Main Street West, 4th Floor
Hamilton, Ontario L8P 1H1

The Department of Public Health Nursing assists people by counselling, teaching and co-ordinating community resources. It helps people to help themselves achieve and maintain good health. A home visiting service is also provided. Assessments and referrals will be carried out when necessary.

**VICTORIAN ORDER OF NURSES
HAMILTON-WENTWORTH BRANCH****33****Placement Co-ordination Service****528-1512**

414 Victoria Avenue North
Hamilton, Ontario L8L 5G8

This service aids in the placement of people who require long-term care in the institution or program which can best meet their needs.

ELDER ABUSE . . .

Elder abuse can take many forms. Physical abuse includes pushing, hitting, sexually molesting the senior, or forcing him or her to stay in a confined space. Neglect is another form of abuse, and may include denying the senior adequate nutrition or medical attention, or leaving him or her in an unsafe or isolated place. Elder abuse may also be psychological. Mental cruelty, threatening and bullying the senior, or treating him or her like a child is considered psychological abuse. Financial abuse includes stealing from a senior, withholding their money, forcing them to sell their property, or the wrongful use of Power of Attorney. Under certain circumstances, any of these forms of abuse can be considered a crime, and charges may be laid against the abuser.

Anyone can be the victim of elder abuse, but often the greatest physical harm is done to older women. Abusers are usually family members or friends, and someone upon whom the senior depends for financial, physical and emotional support. Staff members of an institution responsible for the care of seniors may also be committing elder abuse through neglect, overmedication, or simply rough handling of the senior.

Signs of elder abuse may include depression, fear, withdrawal and passivity. Physical indicators may include unexplained injuries, untreated bed sores, poor hygiene, dehydration or lack of food, and over-sedation.

COMMUNITY INFORMATION SERVICE HAMILTON-WENTWORTH

34

55 York Boulevard (Hamilton Public Library)
Hamilton, Ontario L8R 3K1

528-0104

If you believe you are suffering some form of abuse, or know of someone who is, call Community Information Service. All calls are confidential. Information counsellors will be able to put you in touch with the services which are most appropriate to your needs. Community Information Service has an answering machine which engages automatically when all of the telephone lines are busy. If you connect with the answering machine, you may leave your name and telephone number and a counsellor will call you back or you can wait a few minutes and try again.

HELP AT HOME . . .

There are several kinds of services which help seniors maintain their independence and stay in their homes. These services can range from full nursing care several times a week, to the occasional drive to keep an appointment. The following section describes several services available.

NURSING SERVICES

35

Home Care Program

523-8600

414 Victoria Avenue North
Hamilton, Ontario L8L 5G8

Home Care is a community program which co-ordinates a variety of medical and support services for eligible clients, and works as an alternative to institutionalization. The Home Care Case Manager will assess what the client's specific needs are. Services could include: nursing, physiotherapy, occupational therapy, speech therapy, and nutrition and homemaking services. A physician's referral is required, and there is no charge to the client.

In addition to the co-ordination function of the Home Care program, three other community-based agencies provide nursing services. In some cases, financial assistance with the cost of nursing services is available. More information about the services offered by these agencies can be obtained by telephoning the following numbers:

Public Health Nursing

546-3500

St. Elizabeth Visiting Nurses Association

522-6887

Victorian Order of Nurses

529-0700

There are also a number of privately operated nursing services which are listed in the yellow pages of the telephone book under "**Nurses**".

ATTENDANT CARE

ONTARIO MARCH OF DIMES

36

Outreach Attendant Care

20 Emerald Street North, Suite 309
Hamilton, Ontario L8L 8A4

527-6653

FAX 527-7201

This service provides physically disabled adults, living at home, with assistance in activities of daily living. The service provides scheduled non-medical care, such as meal preparation, dressing and undressing, rising and retiring, and general grooming services. Clients must be able to direct their own care.

PARTICIPATION HOUSE - HAMILTON AND DISTRICT

37

Attendant Care Outreach Program

2080 Trinity Church Road, R. R. #1
Binbrook, Ontario L0R 1C0

692-4465

Attendant care is provided free of charge to disabled seniors, for up to seven days per week. Care is non-medical, and aims to maintain the senior in his or her home. Services may include meal preparation, basic hygiene, and bathing.

HOMEMAKER AND HOME SUPPORT SERVICES

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

38

Helping Hands

74 Hughson Street South, 3rd Floor
Hamilton, Ontario L8N 2A8

528-8318

Helping Hands offers home maintenance services by non-professionals to the elderly or physically disabled, thus preventing institutionalization. Services are geared to the specific needs of the client, and may include grocery shopping and performing errands. Qualification is based on physical need, and there is no fee for persons with a minimal amount of liquid assets.

Homemakers and Nursing Service

39

119 King Street West
Hamilton, Ontario L8N 3V9

546-4870

Financial assistance is available to help with the cost of homemaker services in a person's home one to two times per week. Services are purchased from homemaking agencies on behalf of the client. An arrangement for subsidy must be made through a health care or social service professional. A financial assessment will be conducted to determine if the client is financially eligible for subsidy.

ST. MATTHEW'S HOUSE

40

Seniors Home Support Program

523-5546

414 Barton Street East
Hamilton, Ontario L8L 2Y3

This program provides on-going support to seniors to allow them to maintain their independence and prevent institutionalization. Services include friendly visiting, and some errands.

VETERANS AFFAIRS CANADA

41

Veterans' Independence Program (VIP)

572-2531

217-350 King Street East
Hamilton, Ontario L8N 3Y3

The Veterans' Independence Program is designed to help elderly or disabled war veterans to remain in their homes for as long as possible. Funding can be provided for housekeeping, groundskeeping, transportation and alterations to the veteran's home, so that he or she can get around safely.

VISITING HOMEMAKERS ASSOCIATION OF HAMILTON-WENTWORTH INC.

42

c/o St. Elizabeth Village
393 Rymal Road West, Suite #302
Hamilton, Ontario L9B 1V2

24 hrs **389-1970**

The Visiting Homemakers Association assists in keeping people in their homes and helping them towards independent functioning. Care in the home is provided for convalescents, the chronically ill and the disabled for a minimum of three hours per visit. Services could include personal care, light housekeeping, meal preparation, and banking and shopping services. There is an hourly fee for the service, with the possibility of a subsidy.

GROCERY SHOPPING

In addition to the services listed below, some neighbourhood grocery stores will deliver groceries for a nominal cost to seniors and housebound persons in the local area. For more information about grocery delivery, call Community Information Service at 528-0104.

CANADIAN RED CROSS SOCIETY-HAMILTON BRANCH

43

Red Cross Friends

522-8485

400 King Street East
Hamilton, Ontario L8N 1C3

This program gives seniors who are unable to grocery shop alone, an opportunity to go with a small group or with a single volunteer once a week. At the same time, the senior is able to develop friendships and socialize. The senior must be 60 years of age or over, and have difficulty grocery shopping alone. There is a nominal cost if financially able.

HAMILTON EAST KIWANIS COMMUNITY SERVICES CORP.

44

Grocer-Ease

523-6461

681 Main Street East
Hamilton, Ontario L8M 1K3

FAX 549-9011

Grocer-Ease is available to seniors, the disabled, and housebound persons in the region. The client provides a grocery list, and groceries are obtained at the nearest major supermarket and delivered to the door of the client. The grocery list can be provided over the phone. There is a nominal fee for this service.

MEALS ON WHEELS

ANCASTER INFORMATION CENTRE & COMMUNITY SERVICES INC.

45

Ancaster Meals on Wheels

648-6675

314 Wilson Street East
Ancaster, Ontario L9G 2B9

Noon-time meals are provided for elderly, convalescent or disabled persons in Ancaster and surrounding areas, who are in need of a meal and unable to prepare it for themselves. There is a nominal fee for this service.

CANADIAN RED CROSS SOCIETY - FLAMBOROUGH BRANCH

46

Meals on Wheels

689-0732

315 Dundas Street East
Waterdown, Ontario L0R 2H0

This service provides nutritious meals to anyone who is unable to provide his or her own meals. At a nominal cost, the client receives a lunch-time hot meal on one, or up to five days per week. This service is available in Freelon, Strabane, Millgrove, Carlisle and Waterdown.

GLANBROOK HOME SUPPORT PROGRAMME

47

Meals on Wheels

692-3464

2600 Highway 56
Binbrook Memorial Hall
Binbrook, Ontario L0R 1C0

A hot, noon-time meal is delivered one to three days per week (Monday, Wednesday or Friday), to seniors or disabled persons in the Glanbrook area. There is a nominal cost per meal.

MEALS ON WHEELS DUNDAS

48

628-6561

628-8835

Clients are provided with a hot, nutritious noon-time meal in their own home in Dundas and the surrounding area. The service is available at a nominal cost to seniors, the disabled, or people convalescing at home.

VICTORIAN ORDER OF NURSES HAMILTON-WENTWORTH BRANCH

49

Meals on Wheels Hamilton and Stoney Creek

523-1022

414 Victoria Avenue North
Hamilton, Ontario L8L 5G8

For a nominal fee, residents of Hamilton and Stoney Creek who are homebound and lack the strength, skill or motivation to prepare meals for themselves can have nutritious noon-time meals delivered to them.

TRANSPORTATION

CANADIAN RED CROSS SOCIETY - FLAMBOROUGH BRANCH

50

315 Dundas Street East
Waterdown, Ontario L0R 2H0

689-0732

Volunteer drivers provide rides to and from medical appointments when no other means of transportation is available.

CANADIAN RED CROSS SOCIETY - HAMILTON BRANCH

51

Transportation Program

522-8485

400 King Street East
Hamilton, Ontario L8N 1C3

This program assists seniors in getting to medical appointments and various rehabilitation programs. Transportation is available for individuals who live in their own home and are unable to access other means

of transportation, such as the Disabled Aged and Regional Transit System (DARTS), and the Hamilton Street Railway. Transportation is provided by volunteers.

GLANBROOK HOME SUPPORT PROGRAMME

52

Transportation Service

692-3464

2600 Highway 56

Binbrook Memorial Hall

Binbrook, Ontario L0R 1C0

Volunteer drivers will drive elderly and disabled persons to medical appointments and trips into the city. There is a nominal charge for this service.

CAREGIVER RELIEF

Caring for sick or elderly people often places an enormous amount of physical and emotional stress on a caregiver. Services such as adult day care and friendly visiting provide caregiver relief by allowing caregivers some much needed time to themselves. The services listed below, also offer caregiver relief.

VICTORIAN ORDER OF NURSES HAMILTON-WENTWORTH BRANCH

53

Caregiver Support Program

529-0700

414 Victoria Avenue North

Hamilton, Ontario L8L 5G8

Staff with special education in the care of people with memory loss and behavioural changes will provide regular caregiver relief in the home for up to 40 hours per month. There is a small hourly fee.

VISITING HOMEMAKERS ASSOCIATION OF HAMILTON-WENTWORTH INC.

54

Visiting Support Service

24 hrs **389-1970**

c/o St. Elizabeth Village

393 Rymal Road West, Suite #302

Hamilton, Ontario L9B 1V2

The Visiting Support Service provides caregiver relief for those caring for an elderly person or palliative care patient. The service will provide assistance with feeding, walking, and dressing, thereby giving the caregiver temporary relief. There is an hourly fee for this service, with the possibility of a subsidy.

FRIENDLY VISITING

***CANADIAN RED CROSS SOCIETY -
FLAMBOROUGH BRANCH***

55

Friendly Visiting **689-0732**
315 Dundas Street East
Waterdown, Ontario L0R 2H0

This service provides regular visits between volunteers and residents of Grindstone Creek Manor in Flamborough. There is no fee.

FAMILY SERVICES OF HAMILTON-WENTWORTH INC.

56

Home Support Services for the Elderly **523-5640**
201-350 King Street East **FAX 523-8699**
Hamilton, Ontario L8N 3Y3

Supervised volunteers provide friendly visiting and telephone support to isolated elderly clients who, without such support, would be less able to continue independent living.

HAMILTON PUBLIC LIBRARY

57

Resource Centre for Disabled Persons **527-5988**
Visiting Library Service
55 York Boulevard
Hamilton, Ontario L8R 3K1

Library staff will visit homebound or institutionalized people every four weeks with books chosen according to the interests of the person being visited. Regular, large print, and talking books are available. The service is limited to those living within the City of Hamilton boundaries.

ST. MATTHEW'S HOUSE

58

Senior's Home Support Program

414 Barton Street East
Hamilton, Ontario L8L 2Y3

answering machine after hrs
523-5564

This program provides on-going support to seniors to allow them to maintain their independence and prevent institutionalization. The service includes friendly visiting and performing some errands for the senior.

VICTORIAN ORDER OF NURSES HAMILTON-WENTWORTH BRANCH

59

VON Volunteer Visiting Program

414 Victoria Avenue North
Hamilton, Ontario L8L 5G8

522-0053

When family support is limited or lacking, volunteers are matched to a client to form a one-to-one relationship. These volunteers provide friendly visiting, assistance with crafts, letter writing and outings. To be eligible, clients must be elderly or disabled, living in their own homes, and without access to support from relatives. Clients may also be eligible if they are cared for by a relative who needs relief from the emotional and physical stress of being a caregiver.

WELCOME INN

60

Community Centre and Church

40 Wood Street East
Hamilton, Ontario L8L 3Y3

525-5824

This program provides home and hospital visitation and companionship for elderly, disabled or homebound persons.

WESLEY URBAN MINISTRIES INC.

61

Kirkendall-Strathcona Neighbourhood House Friendly Visiting

210 Napier Street
Hamilton, Ontario L8R 1S7

528-8485

A friendly visiting service for seniors in their homes or in hospital is provided. As well as English, support is provided to the Italian, Portuguese, Spanish, Polish and French communities.

TELEPHONE SUPPORT

CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)

62

Telephone Assurance Program

528-8555

1686 Main Street West
Hamilton, Ontario L8S 1G4

Developed to alleviate feelings of isolation and loneliness, this telephone support program is for blind and visually impaired seniors. Volunteers from the community phone on a regular basis to keep in touch and show an interest in visually impaired seniors.

TELE-TOUCH

63

75 MacNab Street South
Hamilton, Ontario L8P 3C1

If long distance, call collect
Answering machine after hours
522-9567

Volunteers telephone seniors and individuals with a disability who live alone, on a daily basis or according to a pre-arranged schedule. Although this is not a counselling service, volunteers will inform the staff of the agency if there is a change in the client's emotional or medical well being. Appropriate professionals are then advised. Temporary service can be arranged while away on vacation, if family or friends are concerned about the well being of a relative. There is no fee for this service.

HOME MAINTENANCE AND SNOW REMOVAL

*Commercial home maintenance services are listed in the yellow pages of the telephone book under "Home Improvement". Information about individuals willing to do small home maintenance jobs and shovel snow in the winter is available from Community Information Service by calling **528-0104**.*

Helping Hands**528-8318**

74 Hughson Street South, 3rd Floor
Hamilton, Ontario L8N 2A8

Helping Hands offers home maintenance services by non-professionals to elderly or physically disabled persons, thereby enabling them to remain in their homes as long as possible. Services include minor household repairs, cleaning, storm/screen installations, performing errands and yearly maintenance. Eligibility for this service is based on the physical need of the client and there is no fee for people with a minimum amount of liquid assets.

Helping Hands – Snow Removal**65****528-8318**

Snow removal for seniors, physically disabled persons, and those who cannot shovel their own snow for medical reasons is provided. It is recommended that clients register with Helping Hands ahead of time, as registered clients are serviced as quickly as possible. Fees for service vary depending on the amount of liquid assets clients have at their disposal.

DAY HOSPITALS AND ADULT DAY CARE . . .

**CATHOLIC FAMILY SERVICES OF
HAMILTON-WENTWORTH****66****Senior Enrichment Leisure Fellowship (SELF)**

Scott Park Recreation Centre
Club Room

SELF Program: **547-2825**

Catholic Family Services: **527-3823**

1099 King Street East
Hamilton, Ontario L8M 1E2

SELF is a daytime program for developmentally handicapped adults aged 45 or over. The program includes activity sessions in art, music, horticulture, elderobics, cooking, and leisure activities.

CHEDOKE HOSPITAL

67

Geriatric Day Hospital
Sanatorium Road
Hamilton, Ontario

521-2100

This is an outpatient geriatric day hospital which adopts a team approach in treating patients with multiple physical and/or psycho-social problems. A specialized treatment program is developed for each patient, and when treatment goals are reached, maintenance and support is arranged through community social service agencies. Admittance to the program may be on the referral of a health care or social service professional, but requires the approval of the patient's family doctor.

Geriatric Psychiatry Outpatient Clinic

68

521-7709

Assessment and short-term treatment programs are available for persons age 65 and over, who are experiencing an age-related psychiatric syndrome, such as dementia, depression, cognitive impairments, memory loss, or behavioural difficulties. Patients with a history of psychiatric problems are not eligible. Referrals to the clinic may be made by health care or social service professionals, but must meet with the approval of the patient's family doctor.

HAMILTON EAST KIWANIS COMMUNITY SERVICES CORP.

69

Kiwanis Senior's Club Day Centre
45 Ellis Avenue
Hamilton, Ontario L8H 4L8

549-4023

Upon referral, centre staff will do an assessment to determine the needs of each senior. Services may then include swimming, therapeutic pool, arthritic swims, recreation, outings, trips, crafts, and more.

Referrals are accepted from agencies and caregivers, and the senior must be over age 55. The centre will accept younger clients if they have a disability.

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

70

Macassa Lodge Outreach Program
701 Upper Sherman Avenue
Hamilton, Ontario L8V 3M7

575-1500
Ext.220

This Day Centre offers recreational and activity programs to seniors, as well as a hot noon-hour meal and transportation to and from the lodge for participants.

ST. JOSEPH’S HOSPITAL

71

St. Joseph’s Community Health Centre
Geriatric Day Hospital
2757 King Street East
Hamilton, Ontario L8G 5E4

573-7777
573-4808

The objective of this service is to provide a comprehensive assessment and treatment program for complex medical/psycho/social problems. Referral by a family physician is required.

ST. JOSEPH’S VILLA

72

Senior’s Day Centre
56 Governor’s Road
Dundas, Ontario L9H 5G7

627-3541
Ext.270
Ext.283

This is a community outreach day program for frail elderly and cognitively impaired seniors. Social and recreational programs are available, as well as a hot lunch and transportation to the centre if necessary. Upon application, a home assessment will be conducted to determine the specific needs of each applicant.

ST. PETER’S HOSPITAL

73

St. Peter’s Day Hospital
88 Maplewood Avenue
Hamilton, Ontario L8M 1W9

549-6525
Ext.296

St. Peter's Day Hospital is a specialized program to help seniors in Hamilton-Wentworth maintain independence and continue to live at home. It provides such services as nursing, occupational therapy, and therapeutic recreation. This is a rehabilitative program, not a maintenance program. Referrals may be made by family members, but require a doctor's approval.

SENIORS ACTIVATION MAINTENANCE PROGRAM (SAM)

74

The SAM program is a day program for disabled seniors which offers activities planned to meet the needs of the client attending. A variety of recreation-therapy activities is offered as well as supervision, refreshments, a nutritious meal, and the opportunity to socialize in a stimulating setting.

SAM - Central

525-5632

Main-Hess Seniors Centre
181 Main Street West
Hamilton, Ontario L8P 4S2

SAM - East

75

Roxborough Seniors Centre
St. Helen's School
785 Britannia Avenue
Hamilton, Ontario L8H 2B6

544-4550

**VICTORIAN ORDER OF NURSES
HAMILTON-WENTWORTH BRANCH**

76

Adult Day Care

523-1055

400 Victoria Avenue North
Hamilton, Ontario L8L 5G8

People with Alzheimer Disease and related disorders, as well as disabled adults, can participate in a community social, recreational and therapeutic program. Clients can attend the program from one to four days per week, and activities will be tailored to suit the client's particular need. Fees are based upon attendance.

AIDS FOR DAILY LIVING . . .

Listed below are organizations which directly provide mobility aids and assistive devices, and organizations which help fund the purchases of such devices. Businesses which sell wheelchairs and assistive devices are listed in the yellow pages of the telephone book under "Wheelchairs, Lifts and Ramps."

CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)

77

1686 Main Street West
Hamilton, Ontario L8S 1G4

528-8555

The CNIB has technical aids and assistive devices available for persons who are visually impaired or blind. The CNIB will also train people in the use of these technical aids.

CANADIAN RED CROSS SOCIETY - DUNDAS BRANCH

78

12-33 King Street East
Dundas, Ontario L9H 5R1

628-2552

This agency provides mobility aids and assistive devices to people in the Dundas area who are in need of such devices.

DISABILITY INFORMATION SERVICE HELPLINE (D.I.S.H.)

79

c/o Hamilton Public Library
55 York Boulevard
Hamilton, Ontario L8R 3K1

529-3139
TDD 529-3139

D.I.S.H. provides telephone information about assistive devices and can provide referrals and informal counselling about which devices are most appropriate for a particular need.

HAMILTON PUBLIC LIBRARY

80

Resource Centre for Disabled Persons
55 York Boulevard
Hamilton, Ontario L8R 3K1

529-8111
Ext.326
TDD 529-3137

The Centre offers large print books and talking books, (books on tape cassettes), as well as technical aids for use in the library.

KIDNEY FOUNDATION OF CANADA, HAMILTON AND DISTRICT CHAPTER

81

688 Queensdale Avenue East, 2nd Floor
Hamilton, Ontario
L8V 1M1

574-5222

Four wheelchairs are available for loan, (two of them electric), for use by people suffering from kidney disease. The wheelchairs are available on a first come, first served basis and must be returned when no longer needed. Other assistive equipment is also available for loan.

LEMAN BROTHERS MUSCULAR DYSTROPHY FOUNDATION

82

P.O. Box 3966, Station C
Hamilton, Ontario L8H 7P2

24hrs **388-3680**

A funds allocation committee will meet with Muscular Dystrophy patients and their families to discuss and provide any type of funding needed for mobility aids such as wheelchairs, ramps and van lifts.

MULTIPLE SCLEROSIS SOCIETY OF CANADA - HAMILTON AND DISTRICT

83

107 George Street
Hamilton, Ontario L8P 1E3

527-7874

This Society will provide assistance in obtaining medical equipment to enable people with Multiple Sclerosis to live a full life.

ONTARIO MARCH OF DIMES

84

3300 Merrittville Highway
Thorold, Ontario L2Y 3Y7

1-800-263-4742

When a person does not qualify for government aid, the Ontario March of Dimes will provide artificial limbs, wheelchairs, and other mobility aids. Applicants must be in financial need. The Ontario March of Dimes provides only mobility aids, not hearing or visual aids.

ONTARIO MINISTRY OF HEALTH

85

Assistive Devices Program

7 Overlea Boulevard, 6th Floor
Toronto, Ontario M4H 1A8

Information: **523-8600**

Applications: **1-800-268-6021**

TDD 1-800-268-6023

This program will pay approximately 75% of the cost of selected and medically necessary assistive devices, such as wheelchairs and mobility aids, ostomy equipment and respiratory equipment, excluding oxygen.

PERSONAL SERVICES . . .

FOOT CARE SERVICES

86

Several foot care clinics are regularly held throughout the Hamilton-Wentworth region. Most clinics charge a fee, and foot care and chiropody services can also be performed in a person's home for a fee.

For more information about a foot care clinic near you, or about in-home foot care services, contact Community Information Service at **528-0104**.

HAIRDRESSING SERVICES

*Some hairdressers and beauticians will go to people's homes (particularly seniors and disabled persons) to perform their services. For information about in-home hairdressing services, call Community Information Service at **528-0104**. The service described below is specifically designed for seniors and the disabled.*

ST. PETER'S HOSPITAL

87

Silver Scissors

88 Maplewood Avenue
Hamilton, Ontario L8M 1W9

549-6526

Ext.215

Silver Scissors provides hairdressing for seniors in the community whose disabilities make it difficult for them to use regular salons. Hairdressers and barbers are experienced in working with the frail elderly. The salon is wheelchair accessible, and some equipment has been modified to make it more accessible to seniors. Clients are responsible for their own transportation.

COUNSELLING AND SUPPORT . . .

*Listed below are services which deal specifically with counselling concerned with issues of aging. There are many other counselling services in the Hamilton-Wentworth region which deal with a broader range of issues. For more information about these services, contact Community Information Service at **528-0104**.*

*Support groups usually focus on a particular problem and members offer each other mutual support in living with or overcoming their problem. Community Information Service publishes a directory of Self-Help/Support Groups in Hamilton-Wentworth. To enquire about a support group for your particular problem, call Community Information Service at **528-0104**.*

**CANADIAN NATIONAL INSTITUTE
FOR THE BLIND (CNIB)**

88

1686 Main Street West
Hamilton, Ontario L8S 1G4

528-8555

The CNIB provides counselling concerning vision loss for the visually impaired senior and his or her family.

DUNDAS COMMUNITY SERVICES

89

Dundas Seniors' Service
10 Market Street South
Dundas, Ontario L9H 5G4

627-5461

This service provides counselling relating to adjustment problems associated with aging.

SENIOR PEER COUNSELLING

90

Century 21 Building
100 Main Street East, #114
Hamilton, Ontario L8N 3W4

528-4740

528-5241

Support and counselling are provided to seniors by seniors who are trained volunteers. Individual counselling is provided in the office, and telephone reassurance is available to those unable to travel to the office. No appointment is necessary for counselling.

TELECARE

91

525-8611

525-8612

This is an interdenominational agency offering 24-hour telephone counselling to anyone in the Hamilton-Wentworth area. The emphasis is on providing a caring listener through a staff of trained volunteers.

BEREAVEMENT COUNSELLING

BEREAVEMENT SERVICES, SUPPORT AND EDUCATION

92

354 King Street West
Hamilton, Ontario L8P 1B3

Answering machine
529-3409

This program administers several bereavement support groups: "Good Grief," for widows and widowers, and "Good Grief Italian," for Italian widows and widowers who do not speak English. Also provided is one-to-one counselling and follow-up at regular intervals.

BURLINGTON BEREAVEMENT RESOURCE COUNCIL

93

24 hr Answering Service **333-3855**

This Council provides general bereavement support for widows, widowers, or any bereaved individual. This is also a hotline for bereaved people. Callers may leave a message with the answering service, and the call will be returned.

COUNCIL ON SUICIDE PREVENTION HAMILTON-WENTWORTH

94

Suicide Bereavement Self-Help Group
c/o Canadian Mental Health Association
1 Hunter Street East
Hamilton, Ontario L8N 3W1

545-1170

Telephone and group counselling is provided for those who have experienced a loss through suicide.

FAMILY SERVICES OF HAMILTON-WENTWORTH INC.

95

Therapeutic Counselling
201-350 King Street East
Hamilton, Ontario L8N 3Y3

523-5640
FAX 523-8699

This agency provides bereavement counselling for individuals, couples and families. Fees are based on the ability to pay.

FRIENDS IN GRIEF

96

201-500 Main Street East
Hamilton, Ontario L8N 1K7

546-1580

Two bereavement support groups comprising 10 two hour sessions are available. One support group is for the widow/widower, and the other is for adult individuals who have lost a parent and/or sibling. Groups offer a structured setting for the working through of issues related to the loss of a loved one.

HAMILTON CATHOLIC SEPARATED, DIVORCED AND WIDOWED SELF-HELP GROUPS

97

Roman Catholic Chancery
Office for Family Ministry
700 King Street West
Hamilton, Ontario L8P 1C7

528-7988
Ext.59

Various self-help groups for Catholics who are separated, divorced or widowed are administered under this program.

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

98

Public Health Nursing
Bereavement Program and Information
25 Main Street West, 5th Floor
Hamilton, Ontario L8P 1H1

546-3547
546-3549

Public Health Nurses will provide counselling and home visits to anyone who has lost a loved one. As well, enquiries about bereavement support groups can be directed to this office.

WIDOW TO WIDOW

99

c/o YWCA
75 MacNab Street South
Hamilton, Ontario L8P 3C1

522-9922

This telephone visiting and information service for widows is staffed by widows who have experienced the emotional and practical problems of widowhood. Round-the-clock support is offered by telephone through times of crisis. The caller leaves her name and phone number with the contact, and a support person will return the call.

CREDIT AND BUDGET COUNSELLING

CATHOLIC FAMILY SERVICES OF HAMILTON-WENTWORTH

100

Credit Counselling
82 Stinson Street
Hamilton, Ontario L8N 1S2

527-3823

Credit and debt counselling is available through this agency for those in debt. Home economist service and budget counselling is also available.

FAMILY SERVICES OF HAMILTON-WENTWORTH INC.

101

Credit Counselling
201-350 King Street East
Hamilton, Ontario L8N 3Y3

**523-5640
FAX 523-8699**

This agency provides counselling and financial guidance to individuals or families who have difficulty with money management and/or overindebtedness.

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

102

Home Management Unit
25 Mount Albion Road
Hamilton, Ontario L8K 5S4

546-4804

This unit assists people on low income with basic living and budgeting skills. The program is mainly for people on public assistance, but employed persons will be needs tested to determine eligibility.

HOUSING . . .

A listing of licensed lodging homes is available from the City of Hamilton, Licensing Department. The Ontario Office for Senior Citizen's Affairs publishes a Directory of Accommodation for Seniors in Ontario, which contains nursing homes, retirement homes and homes for the aged. For more information, contact Community Information Service at 528-0104.

Many seniors are "property rich but cash poor", meaning they own a home of considerable value, but do not have an adequate income with which to maintain the property. Home Equity Conversions allow people to borrow against the value of their home, thereby providing them with income. There are various types of Home Equity Conversions available, and information can be obtained from the yellow pages by looking under "Banks, Credit Unions and Trust Companies".

Listed below are services which can aid in the search for affordable housing in Hamilton-Wentworth.

CANADA MORTGAGE AND HOUSING CORPORATION

103

202-350 King Street East
Hamilton, Ontario L8N 3R5

572-2452
FAX 572-2413

Information can be obtained from this office about the various home equity conversion plans available and financial options when considering retirement housing.

HOUSING HELP CENTRE FOR HAMILTON-WENTWORTH

104

135 Rebecca Street
Hamilton, Ontario L8R 1B9

528-0221

The Centre provides practical assistance to people with low income or special needs who are looking for affordable housing. It maintains

listings and information on private and non-profit seniors' apartments and emergency shelter. The Centre will also advocate on behalf of individuals in relation to their housing needs.

ONTARIO MINISTRY OF HOUSING

105

Hamilton-Wentworth Housing Authority

521-7399

2 King Street West
Plaza Level, Jackson Square
Hamilton, Ontario L8N 4E5

The Housing Authority manages the rental of approximately 3,000 geared-to-income senior citizen housing units in the Hamilton-Wentworth region. Application to rent one of these units must be made through the Housing Authority.

VICTORIAN ORDER OF NURSES HAMILTON-WENTWORTH BRANCH

106

Home Sharing Program

523-7370

400 Victoria Avenue North
Hamilton, Ontario L8L 5G8

This program provides a screening and matching service for any resident of Hamilton-Wentworth interested in shared accommodation. By sharing their home or apartment, residents are able to reduce their expenses, while increasing their opportunity for companionship and mutual support. Although the program focuses on the housing needs of the elderly, the needs of other age groups will be considered and addressed through intergenerational matches.

FINANCIAL PROGRAMS . . .

HEALTH AND WELFARE CANADA

107

Income Security Programs

572-2292

Third Level, Cinema Complex
2 King Street West
Hamilton, Ontario
L8P 1A1

This office administers the following Canada Pension Plan and Old Age Security programs.

Canada Pension Plan Retirement Pension

108

The Retirement Pension is available to anyone who has contributed to the Canada Pension Plan, has reached at least 60 years of age, and has applied for the Retirement Pension. People applying between 60 and 64 years of age must have substantially ceased working. The pension amount is reduced for people who take their pension before age 65, and increased for people who take their pension after age 65.

Canada Pension Plan Disability Pension

109

Monthly benefits are provided for contributors to the Canada Pension Plan who become disabled before reaching 65 years of age. In order to be eligible a contributor is considered disabled if he or she has a physical or mental disability which renders them incapable of pursuing regular gainful employment, and the disability is likely to be indefinite in duration. As well, the person applying for the pension must have made Canada Pension Plan contributions in 2 of the last 3 years, or 5 of the last 10 years of their contributory period.

Canada Pension Plan Division of Unadjusted Pensionable Earnings

110

Pension credits earned by one or both spouses during their years of union may be divided equally between them upon divorce, annulment and separation of legal spouses or common-law spouses.

**Canada Pension Plan
Lump Sum Death Benefits and Survivor's Benefits**

111

Survivors or the estate of a deceased Canada Pension Plan contributor may be eligible for a lump sum death benefit, provided certain conditions are met. Contributions must have been made in one-third of the calendar years for which the person was required to contribute, (the minimum being three years), or for 10 calendar years, whichever is less. Further conditions apply, and the amount of the lump sum is directly related to the contributors' earnings and contributions.

**Canada Pension Plan and Old Age Security
Postmortem Benefits Applications**

112

Applications for retroactive Canada Pension benefits and Old Age Security benefits, (up to 12 months), can be made on behalf of a deceased person, in cases where an eligible person failed to apply before death. Call the Income Security office for more information.

**Income Security Programs
Old Age Security**

113

This is a monthly benefit payable to all persons 65 years of age or over. It is not necessary to be retired. The amount of the pension depends on the length of legal Canadian residence. Various residence rules apply.

Spouse's Allowance and Widowed Spouse's Allowance

114

This is a monthly benefit designed to recognize the difficult circumstances faced by couples living on the pension of only one spouse, as well as by many widowed persons. The benefit is payable to the 60-64 year old spouse of an Old Age Security pensioner who meets the financial and residence requirements. As well, any low income widow or widower aged 60-64 years who meets the financial and residence requirements is also eligible.

Guaranteed Income Supplement

115

In the event someone in receipt of Old Age Security has no other income or only a limited income, he or she may be eligible for the Guaranteed Income Supplement. The amount of the supplement is determined by the pensioner's marital status, and income for the previous year, excluding the Old Age Security pension.

Guaranteed Income Supplement Renewal Program

116

Volunteers are available to help the elderly and the disabled fill out their Guaranteed Income Supplement renewal form.

Canada Pension Plan

Old Age Security Pension

International Social Security Agreements

117

Reciprocal Social Security Agreements allow for the co-ordination of social security benefits involving two countries. Persons who are not entitled to pension benefits because they have not met the minimum contribution requirements of either country, may become eligible by adding together their periods of contributions/residence from both countries. This is only possible if there is a Social Security Agreement in place with the country in question. For information about which countries have an agreement with Canada, call the Income Security office.

Old Age Security Identification Card

118

A dark blue identification card is issued to everyone who is eligible to receive an Old Age Security Pension. It is usually received one month after the person's 65th birthday.

New Horizons

119

150 Main Street West, #528
Hamilton, Ontario L8P 1H8

572-2559

This agency will provide funding to groups of senior citizens planning projects which will be of benefit to themselves and to other seniors in the community. There must be a minimum of 10 seniors in each group, with a majority of them retired. The Hamilton office will provide information and assist in the preparation of project submissions.

REVENUE CANADA

120

Goods and Services Tax Credit

522-7902

150 Main Street West
Hamilton, Ontario L8P 1H8

The Goods and Services Tax Credit assists people with modest incomes. The amount of the credit is determined by an assessment of the previous year's tax return. The credit is then mailed out in four installments, usually in July, October, January and April. The credit must be applied for by filling out the green application form enclosed in the income tax return package, or by picking one up at the office above. Only one application is allowed per couple.

VETERANS AFFAIRS CANADA

121

War Veteran's Allowance

1-800-387-0919

4900 Young Street
Willowdale, Ontario M2N 6B2

This office will answer any questions regarding veteran's pensions.

ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES

122

Income Maintenance

521-7280

119 King Street West, 6th Floor
Hamilton, Ontario L8N 3Z9

Single persons between the age of 60 and 64 who meet the eligibility requirements may be eligible for family benefits. Those who do not qualify for Old Age Security may also be eligible.

ONTARIO MINISTRY OF HEALTH

123

Ontario Health Card and Health Card 65

521-7100

119 King Street East
Hamilton, Ontario

TDD 1-800-387-5559

The Ontario Health Card replaces the old OHIP number. It is used in exactly the same way, except there are no premiums to pay. Persons age 65 or older receive the Health Card 65. As well as replacing the

OHIP number, this card also replaces the Privilege Card, and seniors still receive prescription drugs free of charge. The Health Card 65 can be used as a form of identification, but the actual number should only be given out in connection with health services which are funded by the Ministry of Health. In order to protect the confidentiality of the number, covers for the Health Card 65 which hide the number are available free of charge from pharmacies all over Ontario and Ministry of Health offices.

ONTARIO MINISTRY OF REVENUE

124

Guaranteed Annual Income System (GAINS)

33 King Street West
Oshawa, Ontario L1H 8H8

English 1-800-263-7965
French 1-800-668-5821
TDD 1-800-263-7776

The GAINS program provides additional financial assistance to seniors who collect Old Age Security and the Federal Guaranteed Income Supplement. GAINS assistance is calculated on the basis of income reported to Health and Welfare Canada, and payments are issued automatically to eligible Ontario residents whose income from these sources fall below the income level guaranteed by the province for that year.

Ontario Tax Grants for Seniors

125

33 King Street West
Oshawa, Ontario L1H 8H8

English 1-800-263-7965
French 1-800-668-5821
TDD 1-800-263-7776

Ontario Tax Grants for seniors provide annual grants to help offset municipal, school and sales taxes for people 65 and over. In order to be eligible for the tax grants, the individual must be 65 years or over, pay rent or property tax on a residence in Ontario, and be a permanent resident of Ontario. There are two kinds of tax grants. **Property Tax Grants:** seniors who pay property taxes directly or as part of their rent, may claim a tax grant of up to \$600 per household. **Sales Tax Grants:** anyone receiving their Old Age Security pension is automatically reimbursed \$50.00. Application forms for the property tax grant are automatically mailed to Old Age Security recipients. Even if a person is not eligible for Old Age Security, he or she may still be eligible for the tax credits. Contact the office to determine further eligibility.

General Welfare Assistance (GWA)**546-4800**

Ellen Fairclough Building
119 King Street West, 13th Floor
Hamilton, Ontario L8N 3V9

Individuals under the age of 65 whose source of income has been interrupted, who are unable to obtain employment or who are unable to work due to short term illness or long term disability may be eligible for general welfare assistance. Eligibility criteria must be met before receiving assistance.

Special Assistance and Supplementary Aid**127**

Ellen Fairclough Building
119 King Street West
Hamilton, Ontario L8N 3V9

546-4883

Special assistance is available to persons with low or fixed incomes. Persons may receive assistance for emergency dental services, surgical supplies and dressings and optical services. Applicants must be needs tested.

CITY OF HAMILTON**128****City Clerk's Department
Elderly Tax Rebate****546-3994**

71 Main Street West
Hamilton, Ontario L8N 3T4

Hamilton residents age 70 and over may be eligible for an Elderly Tax Rebate of \$75.00. The person must be 70 years of age prior to January 1st of the year in which he or she applies for the rebate, and either be a property owner or the spouse of a property owner. As well, the applicant must have owned the property for at least five years and must be currently residing there. Application forms will be mailed automatically to the senior when he or she turns 70, and will then be mailed yearly in the spring. If an application is not received by mail, it can be picked up at City Hall.

DISCOUNTS . . .

CANADIAN ASSOCIATION OF RETIRED PERSONS (CARP) **129**

CARP Discount Card

1-416-363-8748

27 Queen Street East, Suite 304
Toronto, Ontario M5C 2M6

As a practical benefit, CARP offers a discount card to its members. The card entitles the holder to discounts on many products and services, such as health care, car rentals, travel, home and car insurance. A list of organizations honouring the discount card is available with a membership.

Burlington Chapter

130

805-5166 Lakeshore Boulevard
Burlington, Ontario L7L 1C3

637-2954

This is the local Burlington chapter of the Canadian Association of Retired Persons, (CARP).

MARKETING COUNCIL OF CANADA

131

Seniors Council of Canada Division

1-416-299-1400

Senior's Discount Card

206-77 Progress Avenue
Scarborough, Ontario M1P 2Y7

This is a national senior's club which accepts members at age 55. It issues a discount card for a yearly membership fee, which entitles seniors to various discounts on airline fares, major hotels/motels, travel and car rentals. Discounts may also be obtained at selected stores, but do not apply above the regular discounts some stores already offer to seniors. Discounts apply throughout Canada and the United States.

GETTING AROUND TOWN . . .

If you are 80 years old or over and drive a motor vehicle, you are required to take eye, written and road tests each year. Persons 65 years and over who drive business vehicles must also take these tests yearly, and provide a doctor's report as well. If you prefer public transportation, the following services and discounts are available to help seniors get around town.

DISABLED AND AGED REGIONAL TRANSIT SYSTEM (DARTS)

132

28 Ewen Road
Hamilton, Ontario L8S 3C4

Trips/Cancellation/Information:
529-1212
Future Bookings: **529-1225**

DARTS provides transportation to those individuals who are unable to use regular public transit with dignity, due to a disability. DARTS will transport the disabled to work, medical appointments, therapy and social functions. Charter service for groups is available. A request for transportation must be made ahead of time, and DARTS will take bookings up to 28 days in advance. Passengers must be pre-registered, and a doctor's signature is required in order to qualify for DARTS service. Fees are the same as Hamilton Street Railway fares.

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

133

Hamilton Street Railway
2 Catharine Street North
Hamilton, Ontario L8P 1H8

528-4200

The following discounts are offered to seniors by the Hamilton Street Railway.

HSR Convenience “Plus” Annual Transit Pass

134

Hamilton residents age 65 and over as of April 1, 1991, are eligible for this pass. It offers unlimited travel on HSR routes for \$150.00 per year. Simply show the pass to the operator upon boarding the bus. Only Hamilton residents are eligible for this pass.

HSR Convenience Tickets

135

Convenience Tickets are offered at a reduced price to persons 65 years and over. Bus drivers may request to see an Ontario Health Card 65 when using Convenience Tickets. Tickets are available to seniors living in the Hamilton-Wentworth Region.

HSR Over 70 Annual Transit Pass

136

This pass allows unlimited yearly travel on HSR routes for a minimal cost, (\$33.00 in 1991). In order to receive this pass, you must have been born before April 1, 1919. Only Hamilton residents are eligible.

HSR Seniors Tickets and Monthly Bus Pass

137

Seniors age 65 and over are able to receive reduced rates on HSR bus tickets and passes.

HSR Disabled Bus Pass

138

Any person receiving a disability pension is eligible for half price bus passes and tickets. Proof of disability must be shown. Anyone living in the Hamilton-Wentworth Region is eligible for this pass.

ONTARIO MINISTRY OF TRANSPORTATION

139

Disabled Parking Permit	
Dundas: 12 Foundry Avenue	627-0667
Hamilton: 728 Concession Street	383-0314
673 Upper James Street	385-3336
393 Main Street East.....	525-1210
370 Kenora Avenue	561-5932

The portable parking permit replaces disabled stickers and municipal parking permits. The permit may be displayed on any vehicle in which the disabled person is a passenger. The person need not own a motor vehicle, nor have regular access to a vehicle. Applications for a parking permit can be obtained at any licensing office, but must be completed and signed by a doctor. Persons who have been certified as being unable to walk unassisted more than 200 metres, (218 yards), are eligible for this permit.

GO Transit (Government of Ontario Transit)

140

555 Wilson Avenue
Downsview, Ontario M3H 5Y6

527-8187

Go Transit is an inter-regional transit system serving Metro Toronto and the surrounding regions. It consists of a combination rail and bus service. Persons 65 years of age and over with proof of age, travel at substantially reduced rates from the regular adult fare; sometimes as much as 50%. However, the amount of the reduction is dependent upon the route travelled.

CITY OF STONEY CREEK

141

Tax Department
Disabled Persons Group A Card
First Floor, City Hall
777 Highway #8
Fruitland, Ontario L0R 1L0

643-1261

The City of Stoney Creek will subsidize the cost of a regular Hamilton Street Railway Adult Bus Pass for Stoney Creek residents who are disabled. Disabled persons must fill out an application at the Tax Department, must be a resident of Stoney Creek, and must be on some recognized disability pension, such as Canada Pension Plan Disability Pension, or Workers' Compensation Disability Pension in order to be eligible for the subsidy. This pass must be renewed monthly at the Tax Department. Subsidized bus tickets are available as well, and must also be obtained from the Tax Department.

KEEPING FIT AND ACTIVE . . .

*The Hamilton–Wentworth Region offers residents many public facilities and activities to keep fit and active. In addition to these, many senior’s residences offer recreational and social activities to their residents. If you are interested in joining groups or clubs with a more social orientation, Community Information Service has available a directory of Senior’s Clubs in Hamilton–Wentworth. For more information about senior’s clubs, call Community Information Service at **528-0104**.*

Below is a general listing of recreational and leisure activities available.

RECREATIONAL FACILITIES

TOWN OF ANCASTER

142

Department of Parks and Recreation

286 Wilson Street East
Ancaster, Ontario L9G 2B9

648-4571

The Ancaster Aquatic Centre has a full range of aquatic programs available, as well as recreational swims for everyone. For a copy of the guide listing programs offered by the Department of Parks and Recreation, drop in at the address listed above.

TOWN OF DUNDAS

143

Dundas Recreation Department

10 Market Street South
Dundas, Ontario L9H 5G4

628-6327
Ext.270

The Dundas Recreation Department offers several general recreation and aquatic programs. For a copy of available programs, contact the above office.

TOWN OF FLAMBOROUGH

144

Department of Community Services

163 Dundas Street East
Waterdown, Ontario L0R 2H0

689-7351
524-0322
647-2577

Many recreation and fitness programs are offered by the Department of Community Services. A brochure listing the programs is available from the above office.

CITY OF HAMILTON

145

Department of Culture and Recreation

71 Main Street West
Hamilton, Ontario L8N 3T4

546-2750
546-4620

Several swimming and recreation programs are offered through the Department of Culture and Recreation. A guide to leisure activities is available from the above office.

CITY OF STONEY CREEK

146

Recreation and Parks Department

777 Highway #8
Stoney Creek, Ontario L8G 4N9

643-1261
Ext.370

Swimming and general fitness facilities are available for use, as well as the many parks throughout the city. A copy of the recreation guide listing available programs can be obtained at Stoney Creek City Hall.

YOUNG MEN'S CHRISTIAN ASSOCIATION HAMILTON/BURLINGTON (Y.M.C.A.)

147

Downtown YMCA

79 James Street South
Hamilton, Ontario L8P 2Z1

529-7102
FAX (416) 529-4485

Fully co-ed swimming and fitness facilities are available to the community.

Hamilton Mountain Family YMCA

148

66 Mall Road, Unit 4
Hamilton, Ontario L8V 4X6

574-9400
FAX 574-7622

Adult exercise programs are held at schools and churches in the Hamilton mountain area.

Stoney Creek Family YMCA

149

6 King Street East
Stoney Creek, Ontario
L8G 1J8

662-7445
FAX (416) 662-4843

Adult exercise programs are offered through this YMCA but operate out of schools in the Stoney Creek area.

YOUNG WOMEN'S CHRISTIAN ASSOCIATION HAMILTON/BURLINGTON (Y.W.C.A.)

150

MacNab Street Branch YWCA

75 James Street South
Hamilton, Ontario L8P 3C1

525-9922

The Senior's Centre located at the MacNab Street branch offers many social programs to seniors. As well, swimming and exercise facilities are open to the community.

Ottawa Street Branch YWCA

151

52 Ottawa Street North
Hamilton, Ontario L8H 3Y7

545-9922

Many social programs are offered to seniors through the Senior's Centre located at the Ottawa Street branch of the YWCA. As well, swimming and exercise facilities are open to the community.

MALL WALKING

Mall walking is a great way to keep fit and socialize during the winter months.

CENTRE MALL

152

Seniors' Winter Mall Walk

547-1629

1227 Barton Street East
Hamilton, Ontario L8H 2V4

This is an opportunity for seniors to exercise and socialize. Participants must register at the Community Booth located at the Centre Mall. Activities and prizes are awarded to participants. The program is run only during the winter months, but participants are welcome to walk around the mall year-round.

EASTGATE SQUARE

153

Energize with Eastgate Square

561-2444

75 Centennial Parkway North
Hamilton, Ontario L8E 2P2

This program offers a chance for seniors to get exercise by walking around the mall. A record is kept of the number of laps walked. The program is run only during the winter months.

JACKSON SQUARE

154

Mall Walk

Hamilton Senior's Centre: 529-7727

1 James Street South
Hamilton, Ontario

This program is sponsored by the Hamilton Senior's Centre, the MacNab Street YWCA, and Jackson Square. Especially but not exclusively for seniors, the program consists of walking around the square, and the "Rink in the Square."

LIMERIDGE MALL

155

Mall Walk

387-4455

999 Upper Wentworth Street
Hamilton, Ontario L9A 4X5

This is a recreation program for seniors in which they walk around the mall for exercise. A record is kept of the number of kilometres walked, and prizes are awarded. The program runs during the fall and winter months, but participants are welcome to walk around the mall at other times. However, a record of the kilometres walked is only kept during the fall and winter. Sponsored by St. Peter's Hospital, the YWCA, and Limeridge Mall.

GOING PLACES

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH **156**

Downtown Tourist Information Centre **546-2666**
127 King Street East
Hamilton, Ontario L8N 1B1

This drop-in tourist information centre for visitors and conventioners in the Hamilton area provides brochures on local attractions and events as well as providing pamphlets and brochures on tourism in Ontario. Information can also be provided by telephone.

MARKETING COUNCIL OF CANADA **157**

Seniors Council of Canada Division **1-416-299-1400**
Travel Division
206-77 Progress Avenue
Scarborough, Ontario M1P 2Y7

This is a national Senior's Club which accepts members at age 55. Its travel division offers tours and trips of interest to seniors.

ONTARIO MINISTRY OF TOURISM AND RECREATION **158**

Ontario Travel Information English **1-800-668-2746**
77 Bloor Street West French **1-800-268-3736**
Toronto, Ontario M7A 2R9 **TDD 1-416-965-6027**

This office provides Ontario travel information to the public, answers telephone enquiries and supplies publications on tourist attractions,

accommodations, camp grounds, parks, events, festivals, exhibitions and tours. It also provides information on ice fishing, skiing, and other winter activities. Information about discounts offered to seniors by provincial tourist attractions, such as parks and campgrounds, can be obtained from this office.

BACK TO SCHOOL

BOARD OF EDUCATION FOR THE CITY OF HAMILTON

159

100 Main Street West
Hamilton, Ontario L8N 3L1

Continuing Education: **521-2514**

Persons 65 years and over pay a nominal fee for general interest courses offered by the Board of Education. Courses are available both during the day and in the evening.

ELDERHOSTEL CANADA

160

33 Prince Arthur Avenue
Suite 300
Toronto, Ontario M5R 1B2

Mohawk College-Continuing Education:
575-1212
Ext.3009

Elderhostel provides people age 60 and over with a catalogue of courses offered by universities, colleges, and other schools in Canada, the United States, and overseas. The courses offer intellectual stimulation and physical adventure to participants. Accommodation and fees are included in the tuition price. A free copy of the catalogue is available by writing to Elderhostel.

HAMILTON-WENTWORTH ROMAN CATHOLIC SEPARATE SCHOOL BOARD

161

Extension Education
45 Young Street
Hamilton, Ontario L8N 1V1

577-0555

Anyone 65 years or over receives a discount on any general interest course offered by the Separate School Board.

McMASTER UNIVERSITY

162

1280 Main Street West
Hamilton, Ontario
L8S 4L8

525-9140
Continuing Education: **Ext.4321**
Community Information: **Ext.3659**

Persons 65 years and over are exempt from tuition fees in a degree program. For non-degree and general interest courses, seniors receive a 20 per cent discount for one to two day workshops, and pay \$30.00 for a course running several weeks, such as language studies and liberal arts courses.

MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY

163

Fennell Avenue and West 5th
Hamilton, Ontario L8N 3T2

575-1212

Anyone age 65 or over can attend college at a significantly reduced rate. Seniors can attend most courses offered by the Faculty of Continuing Education and most diploma programs for \$10.00 per course. Some programs, like Real Estate, are excluded.

WENTWORTH COUNTY BOARD OF EDUCATION

164

357 Wilson Street East
Ancaster, Ontario L9G 4B7

Continuing Education:
Stoney Creek **573-3144**
Dundas, Ancaster
and Flamborough **627-1288**

The Wentworth Board offers seniors 65 years and over a reduction in fees for general interest courses offered by the Wentworth Board. Fees and reductions vary from course to course.

VOLUNTEERING

SENIOR TALENT BANK HAMILTON-WENTWORTH REGION

165

Main-Hess Seniors Centre
200 Jackson Street West
Hamilton, Ontario L8P 4R9

522-0202

This is a volunteer recruiting agency that encourages seniors to remain vital and active by contributing their needed skills and experiences to meaningful community activities. The office has a volunteer board and a special request book, listing the volunteer opportunities available. Candidates are interviewed for each position, and staff will help the senior to determine just where his or her interests are.

VOLUNTEER CENTRE OF HAMILTON AND DISTRICT

166

627 Main Street East, 2nd Floor
Hamilton, Ontario L8M 1J5

523-4444
FAX 523-7465

Persons interested in volunteering their time can consult the Centre by phone or in person. Information about approximately 300 different volunteer placements is available, and staff can provide assistance in selecting a position.

BE PREPARED . . .

Funeral pre-planning and arranging for the carrying out of one's wishes in the event of mental or physical incompetence saves the surviving spouse and other loved ones from potentially stressful decision-making at a very emotional time. A living will or a power of attorney can help document such decisions ahead of time. Living wills state what kind of medical treatment a patient wishes to undergo or not undergo, in the event of illness or injury which makes it impossible for the patient to express his or her wishes. A power of attorney appoints a person to make decisions on behalf of an incompetent patient, in determining what kind of care would be acceptable to the patient, if he or she were able to make that decision. The following services offer assistance in being prepared.

DYING WITH DIGNITY

167

175 St. Clair Avenue West
Toronto, Ontario M4V 1P7

1-416-921-2329

This is a national organization with over 5,000 members. It provides Living Wills to members as part of its service, distributes newsletters discussing the issues of death and dying, and organizes forums and discussions centred around death and dying.

HAMILTON MEMORIAL SOCIETY

168

Answering machine **389-8240**

The purpose of the Society is to encourage simplicity, dignity and modest cost in funeral arrangements. It advocates pre-planning so that complicated and costly decisions need not be made at a time of stress. Volunteers provide information about funeral planning, eye banks, organ donations for transplant, and more. Membership fees are nominal, but information is available to anyone preparing for an imminent death.

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

169

Special Assistance and Supplementary Aid - Funeral Assistance

Ellen Fairclough Building
119 King Street West
Hamilton, Ontario L8N 3V9

546-4883

Financial assistance is available to persons with low or fixed incomes for aid in offsetting the cost of funeral and burial services. Applicants must be needs tested in order to determine eligibility.

HENDERSON GENERAL DIVISION

170

Geriatric Research Group

Advance Directives

c/o Dr. D. W. Molloy
711 Concession Street
Hamilton, Ontario L8V 1C3

389-4411

Ext.2490

This office provides information about advance directives. The directive documents an individual's wishes with respect to treatment, in the event of an acute life-threatening illness. It is meant to guide physicians and health care professionals, so that the individual will receive (or not receive) medical treatment according to his/her wishes. The directive is filled out at a time when the person is in control of their faculties, for use at a later date when they are, for whatever reason, unable to take part in the decision making process. The directive is not a living will.

LAST POST FUND (ONTARIO)

171

55 St. Clair Avenue East
Toronto, Ontario
M4T 1M2

Toronto: **1-416-923-1608**
Hamilton: **383-2003**
387-4515

This is a cross Canada service which attends to the last rites and burial of indigent ex-service men and women, Canadian or Allied.

***ONTARIO MINISTRY OF CONSUMER
AND COMMERCIAL RELATIONS***

172

Land Registry Office
Birth, Marriage and Death Certificates
119 King Street West, 4th Floor
Hamilton, Ontario L8N 3Z9

521-7561

In order to apply for financial benefits after the death of a spouse, it is often necessary to have on hand copies of the birth, marriage and death certificates. Application forms for copies of these documents are available from the office above. However, having birth and marriage certificates available ahead of time saves the surviving spouse from obtaining these documents at an emotional time.

POLITICAL ACTION . . .

The following is a list of organizations which provide information or act in an advisory capacity to different levels of government on the development or implementation of policies which affect seniors.

NATIONAL ADVISORY COUNCIL ON AGING (NACA)

173

Jeanne Mance Building, Room 1264
Tunney's Pasture
Ottawa, Ontario K1A 0K9

1-613-957-7627

This is a citizen's advisory body which advises the Minister of National Health and Welfare on programs relating to the quality of life of Canada's aging population. In addition, it reviews the needs and problems of older people and recommends remedial action; it consults with institutions and groups involved in aging or representing the aged, publishes reports, helps in information dissemination, and stimulates public discussion on aging.

ONE VOICE FOR SENIORS NETWORK CANADA INC.

174

901-350 Sparks Street
Ottawa, Ontario K1R 7S8

1-613-238-7624
FAX 1-613-235-4497

One Voice for Seniors is seniors speaking for seniors. It is a network focusing attention on issues of concern to older Canadians today, and monitoring matters which may require attention tomorrow. One Voice for Seniors promotes the idea of adjusting the Federal Old Age Security Pension to account for regional differences in the cost of living, and to lobby for more attention to the problems of older people in courses taught in medical schools and schools of social work.

ONTARIO ADVISORY COUNCIL ON SENIOR CITIZENS

175

203-700 Bay Street
Toronto, Ontario M5G 1Z6

1-416-326-0175

The Council advises the Government of Ontario on matters pertaining to the well-being of the aged and aging population in Ontario by reviewing current policies which concern the aged and aging persons. The Council also publishes a newspaper four times a year called "Especially for Seniors," which is sent to all old age pensioners in Ontario.

ONTARIO OFFICE FOR SENIOR CITIZENS' AFFAIRS

176

76 College Street, 6th Floor
Queens's Park
Toronto, Ontario M7A 1N3

1-800-267-7329

The Office for Senior Citizen's Affairs has two primary roles: policy development and information services. In its policy role, the Office is responsible for developing an overall policy for senior's services in Ontario, and for ensuring the co-ordination of policies affecting the elderly. The Office also provides information to senior citizens, and promotes the recognition of contributions made by seniors to their community.

SENIOR CITIZEN'S COUNCIL FOR THE CITY OF HAMILTON

177

c/o Main Hess Senior Citizens' Centre
2411-191 Main Street West
Hamilton, Ontario L8P 4S2

573-9771
Answering machine **528-2760**

The purpose of the Council is to act as a credible voice for seniors in Hamilton. It makes recommendations to the Department of Culture and Recreation, which in turn forwards the recommendation to City Council. In some cases, recommendations will be made to City Council directly. Concerns addressed by the Senior Citizen's Council are from a global, not individual, perspective.

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Poison Information Centre	1-800-268-9017
Suicide Prevention Bureau.....	24 hrs 522-1477
Telecare (24 hour counselling)	24 hrs 525-8611
Family Doctor.....	

AREA HOSPITALS . . .

Chedoke Hospital Site	521-2100
Sanatorium Road	
Hamilton General Division	527-0271
237 Barton Street East	
Hamilton Psychiatric Hospital	388-2511
West 5th and Fennell Avenue	
Henderson General Division.....	389-4411
711 Concession Street	
McMaster University Medical Centre Site	521-2100
1200 Main Street West	
St. Joseph's Community Health Centre	573-7777
2757 King Street East	
St. Joseph's Hospital	522-4941
50 Charlton Avenue East	

FREQUENTLY CALLED NUMBERS . . .

Disabled and Aged Regional Transit System (DARTS)	529-1212
GO Transit.....	527-8187
Hamilton Street Railway	528-4200
Income Security	
Canada Pension Plan.....	572-2292
Old Age Security.....	572-2292
Ontario Health Card/Health Card 65	521-7100

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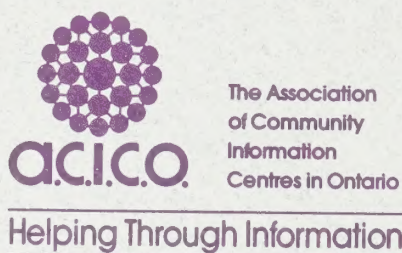
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